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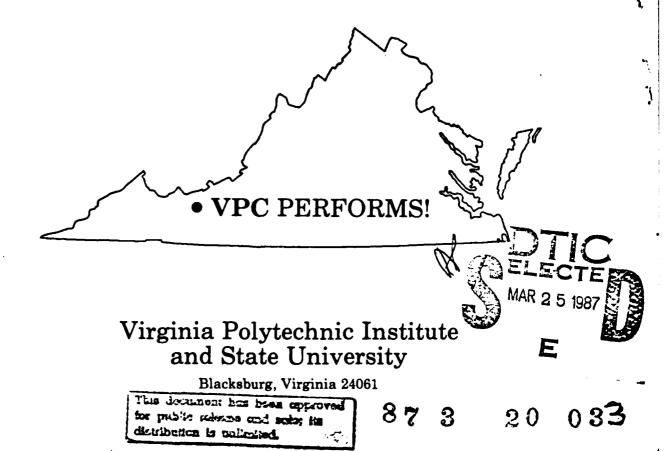
Productivity Measurement

and Incentive Methodology

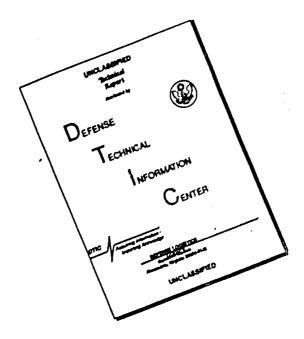
(Phase III - Paper Test)

Volume III

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The Study of

Productivity Measurement

and Incentive Methodology

(Phase III - Paper Test)

Volume III

FINAL REPORT
March, 1986

Defense Supply Service - Washington
Contract MDA 903-85-C-0237

VIRGINIA PRODUCTIVITY CENTER

VPI & STATE UNIVERSITY

Blacksburg, VA 24061





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THE STUDY OF
PRODUCTIVITY MEASUREMENT
AND
INCENTIVE METHODOLOGY
(Phase III - Paper Test)

### FINAL REPORT

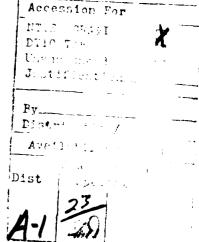
14 March 1986

Contract MDA 903-85-C-0237
Defense Supply Service - Washington

Contract No. NOO039-84-C-0346 VPI and State University

Principal Investigator:
Virginia Productivity Center, VPI

D. Scott Sink, Ph.D., P.E. (Director)
Marvin H. Agee, Ph.D. (Co-Director)
Chell A. Roberts (Research Associate)
Marty Simpson (Administrative Assistant)





### Subcontractors:

### LTV Aerospace and Defense

Vought Aero Products Division Shoni Dhir, Manager Productivity Requirements Ray Thornton, Productivity Measurement Staff Len Thorpe, Manager Productivity Measurement

### Price Waterhouse

William T. Muir, Principal Eugene J. Klein, Manager Betty B. Thayer, Senior Consultant

Westinghouse Electric Corporation

Defense Group, Manufacturing Systems and
Technology Center

Richard L. Engwall, Manager Systems Planning
Analysis, and Assurance

Maryland Center for Productivity and Quality of Working Life University of Maryland Thomas C. Tuttle, Director

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(Phase III Paper Test)

Final Presentation

17 January 1986

Fort Belvoir, Virginia

### ITEM 2

### FINAL AGENDA FOR FINAL PRESENTATION

### 17 January 1985 Fort Belvoir, VA

0900	Introduction(s)	Mr. David Acker (TCO)
0920	Introduction, Review Agenda, and Executive Summary	D. Scott Sink (PI)
1000	Paper Tests: LTV Integrated Approach VPC Evaluation	S.Dhir Sink
1200	LUNCH	
1330	CDEF: Price Waterhouse LTV/VAPD	Theyer/Cline Dhir
1415	HFPHM: VPC LTV/VAPD	Sink/Roberts Dhir/Thorpe
1500	BREAK	
1515	DCF/LMI/Westinghouse Westinghouse LTV/VAPD VPC	Engwall/
1600	Summary/Conclusions/ Recommendations	Sink/Agee
1615	Q&A's, Recommendations from Advisory Board, Next Steps	
1630	Ad journ	

## PHASE III PROJECT MANAGEMENT OBJECTIVES

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- 010 -- DEVELOP DETAILED PLAN FOR PHASE III EXECUTION, HOLD INITIAL PLANNING SESSION,
- 011 -- SUBMIT SUMMARY REPORT FOR INITIAL PLANNING SESSION.
- 012 -- SUBMIT PROGRESS REPORTS ON A AS SCHEDULED/ NEEDED BASIS.
- 013 -- PROVIDE PROGRESS BRIEFINGS AS SCHEDULED/ REQUESTED.
- 014 -- EXECUTE PAPER TEST.
- 015 -- PROUIDE A DRAFT REPORT SUMMARIZING THE PAPER TEST 18 WEEKS AFTER CONTRACT APPROUAL.
- (NOTE: ONE MONTH EXTENTION HAS BEEN REQUESTED) BEFORE 26TH WEEK AFTER CONTRACT APPROUAL. PREPARE AND SUBMIT FINAL REPORT ON OR -- 910

### PHASE III

### REPORTS AND PROJECT DELIUERABLES

- INITIAL PLANNING MEETING AND REPORT - JULY 26, 1985 - MID AUGUST REPORT

PLANS FOR PAPER TESTS

- LTU PLANNING SESSION - LATE AUGUST

PROGRESS REPORTS AND PRESENTATIONS
- FIVE SCHEDULED
- SCHEDULE TO BE DETERMINED

DRAFT REPORT OF PAPER TESTS - LATE NOVEMBER

FINAL REPORT OF PAPER TESTS

- JANUARY 1986

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	Po	llowing Elements)	
	1.	Purpose of the Hodel	
	2.	Applications how the model is	
		intended/has been applied.	
	3.	Unit of Analysis for Model	
	4.	Input Data Requirements	
	5.	Output Data	
	6.	Operating Scenario - how it	
		functions, paper test	
		methodology	
	7.	Resource Requirements person	
		hours, equipment, software,	
		expertise	
	8.	· · · · · · · · · · · · · · · · · · ·	
	9.		

### Major Findings

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in the

- None of the three models tested will accomplish all of the objectives desired by the Government or contractors.
- A methodology which integrates the use of these and perhaps other models is needed.
- Each of the three models has certain "soft spots" but all have excellent potential.
- implementation at other sites needs to be studied The issue of translation, transfer, and effective further.

## Major Findings Cont'd

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- Final report shows how these three models, with derivations, can be combined into an effective approach.
- There is a need to differentiate between the notion of models versus methodologies.
- Major deficiencies in the software for the LMI/DCF/SSA model exist.
- The MFPMM must be modified rather significantly to work in the defense contractor environment.

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### FIGURE III-1 Generic Productivity Management Methodology as Related to Defense Industry

Corporate Strategic Plan STAGE 1 • Disclosure Statement • CDEF • MFPMM (LTV) Factory/Division/Project Analysis STAGE 2 Incentives • Developmental Plans • Challenge Budgets (LTV) • Cost Driver Analysis (LTV) • Top Down IDEF, Node Structure Macro Identification of Projects STAGE 3 MEP vs. MIP • Nominal Group Technique (LTV) • IDEF (CDEF) • ROM Potential Savings/ROI Selection of Projects STAGE 4 • Decision Analysis • MCP/PMT (LTV) • CBA

8

### Figure III-1 (cont.) Generic Productivity Management Methodology As Related to Defense Industry

Sources of Funds STAGE 5 • IR&D • IMIP • Profit • Man Tech • Budget Various Return Analysis/Decision Analysis Techniques Depending Upon Audience/Funding (i.e. LMI, CBA, Westinghouse, DCF) NO Different Negotiations Source of STAGE 6 GO Funds (Lost Profit in Case of no + GO go IMIP) IMPLEMENTATION STAGE 7 Cost-Benefit Tracking STAGE 8 STAGE 9 Shared Savings Approach Incentive • Rates and Factors Issues • Projects vs. Overall Improvement Issue Validation Issues • CBT STAGE 10 • Improved Productivity (OUTCOMES) Improved Competitiveness • Improved Performance

 Reduced Costs; Improved Quality, Improved Overall Acquisition for Government

Products represent become "sensition

VIII.A.2 - LTV/VAPD Integrated Approach

a. LTV Presentation



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### PRODUCTIVITY IMPROVEMENT THEME BUILT INTO

STRATEGIC PLAN

**DEVELOPMENT PLAN** 

BUDGETS

**OPERATIONS** 

**PROFITS** 

**PROPOSALS** 

DV Aerospace and Defense

## STRATEGIC PLAN

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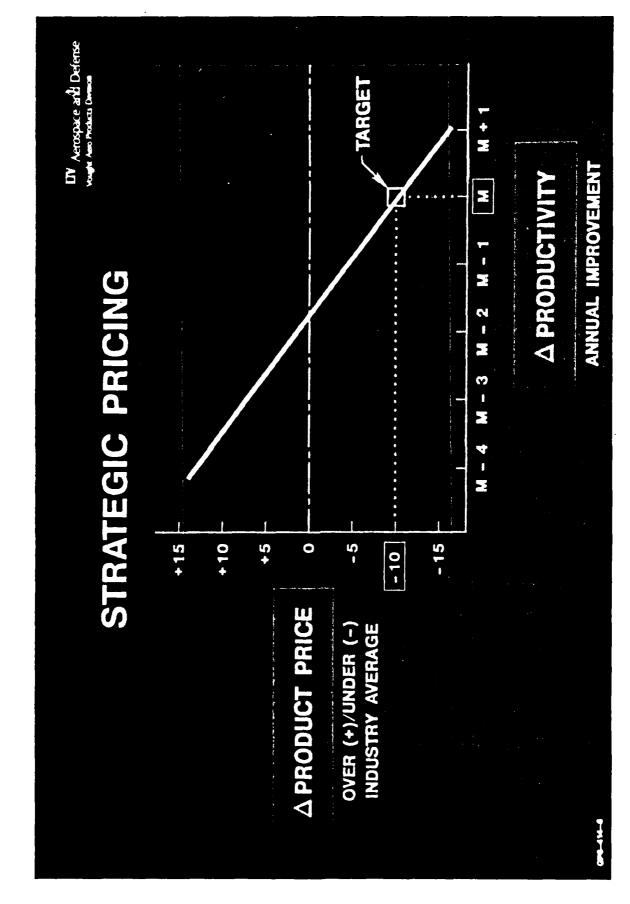
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## DEVELOPMENT PLAN

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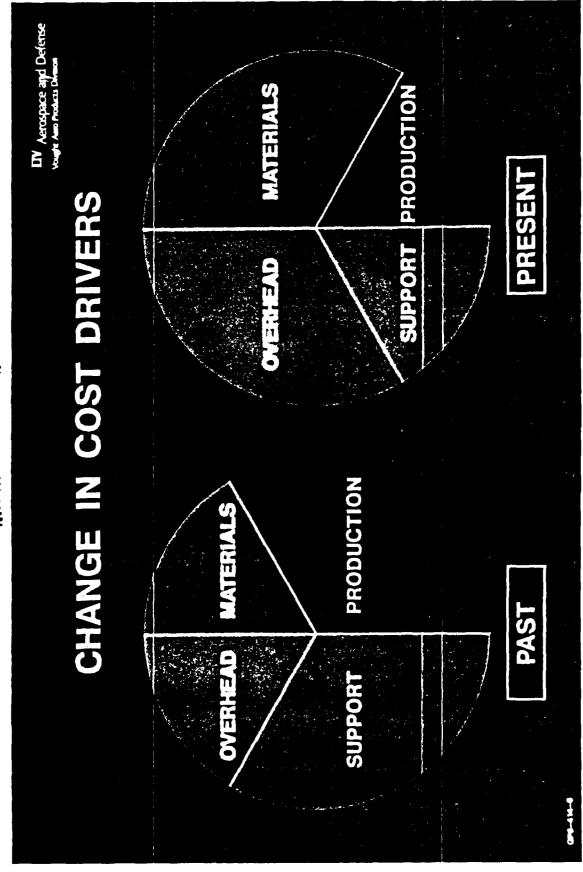
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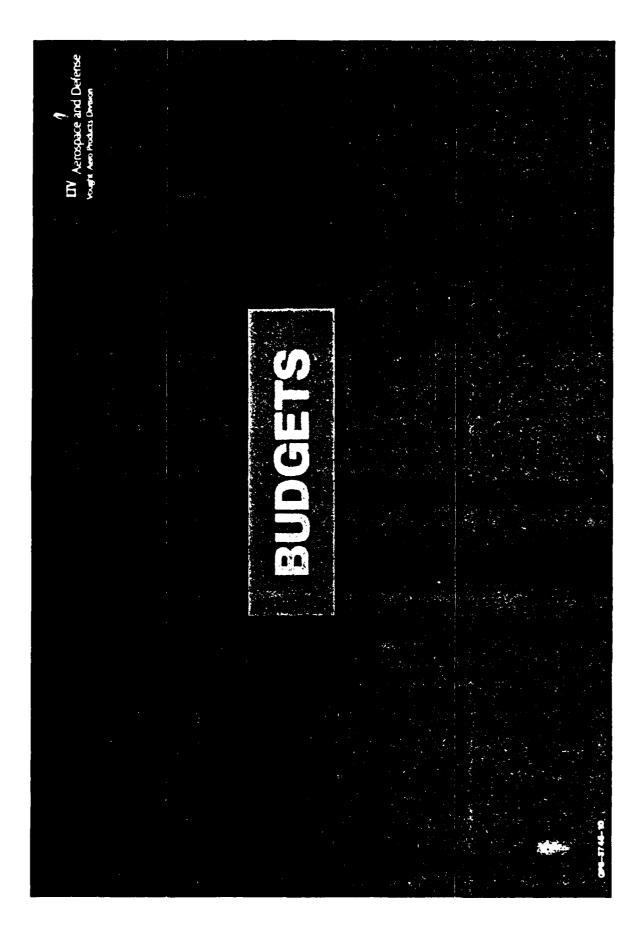
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### PROGRAM

- FLEXIBLE MANUFACTURING
- COMPUTER-AIDED DESIGN
- COMPUTER-AIDED MANUFACTURING
- INVENTORY REDUCTION/JUST-IN-TIME
- AUTOMATED PROCUREMENT
- OFFICE OF THE FUTURE
- EMPLOYEE BADGE BASED AUTOMATION (ENTRY, ATTENDANCE, PAYROLL)
- ENERGY MANAGEMENT SYSTEMS
- ARTIFICIAL INTELLIGENCE BASED BIDS AND PROPOSALS
- AUTOMATED WAREHOUSING SYSTEMS
- EMPLOYEE MOTIVATION AND GAINSHARING

### FOCUS

- PRODUCTION
- **ENGINEERING** SUPPORT
- OVERHEAD
- MATERIALS
- WHITE COLLAR
  - SECURITY AND
    - FINANCE
- ENERGY
  - SALES
- WAREHOUSING
- GENERAL



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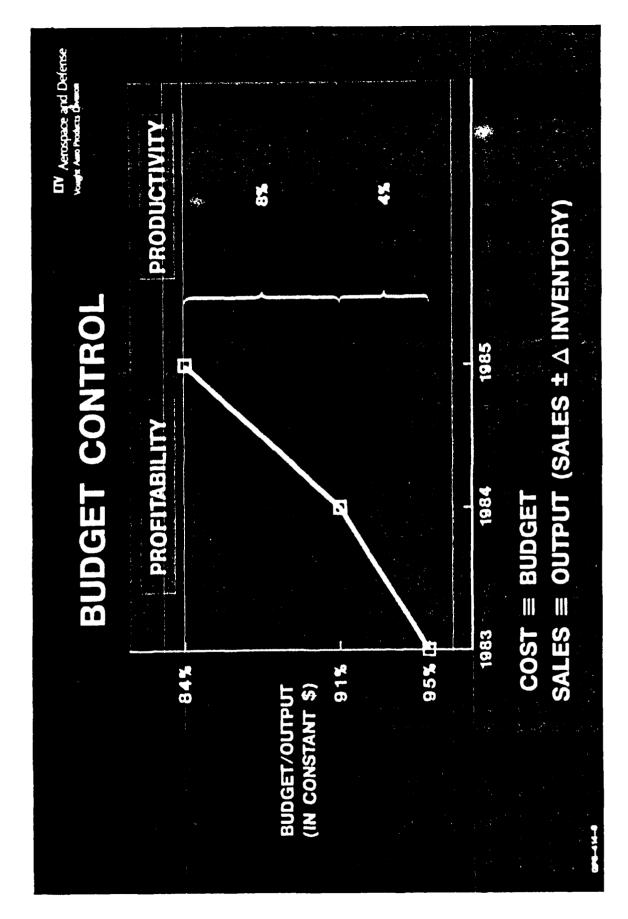
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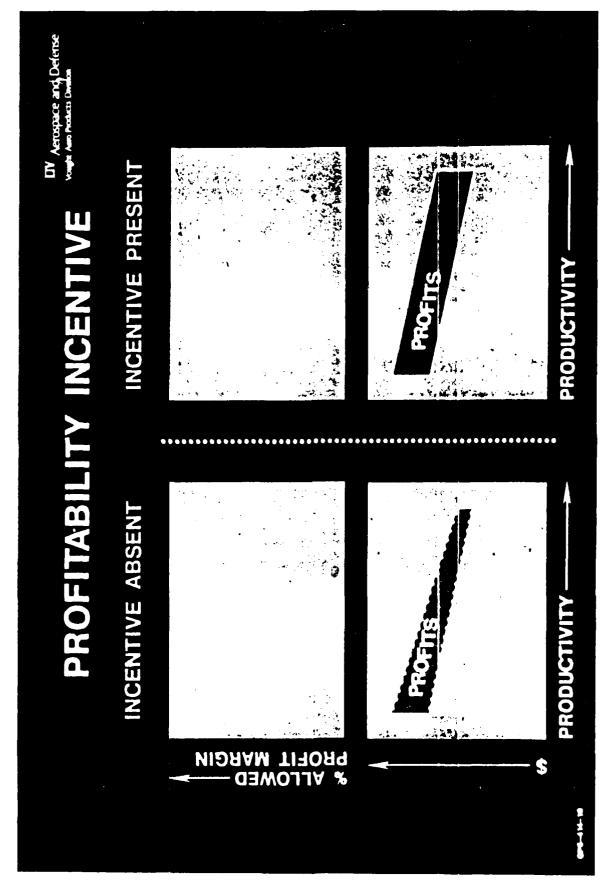
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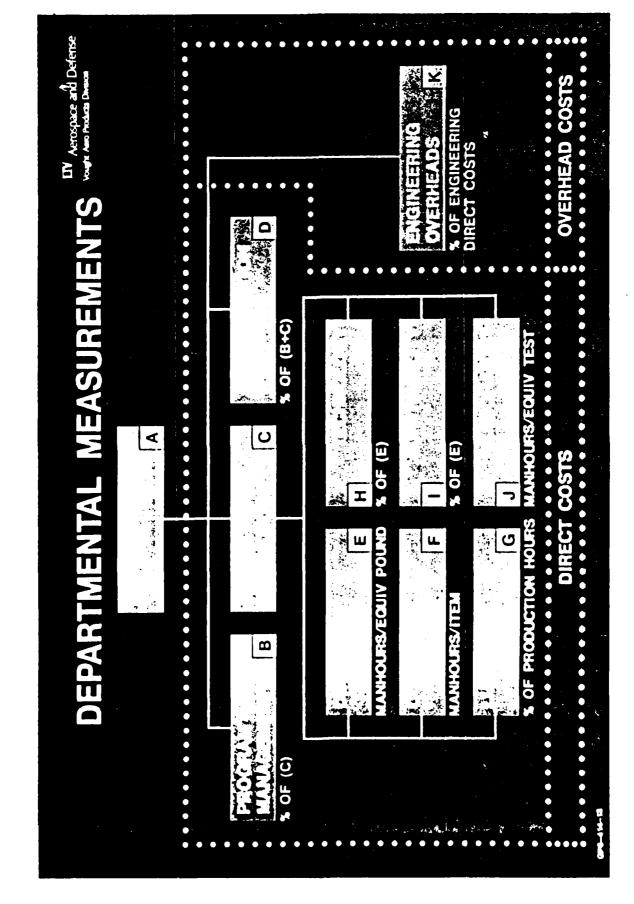
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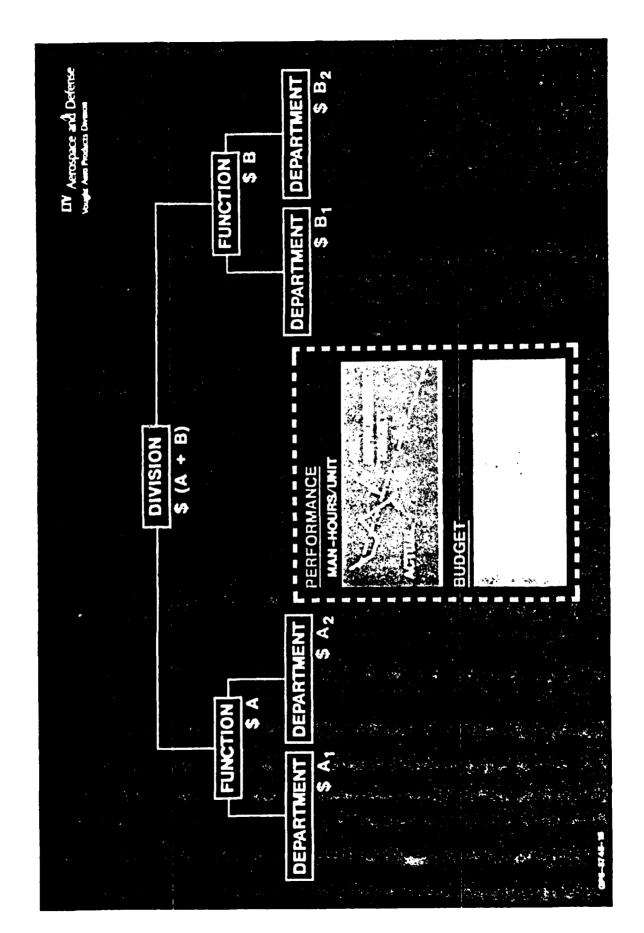
## OVERVIEW MEASUREMENTS

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LABOR TURNOVER

TRAINING AND EDUCATION COSTS ENGINEERING SALARY AND WAGES ENGINEERING CHANGE TRAFFIC PER PART



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## INTERNAL GAINSHARING

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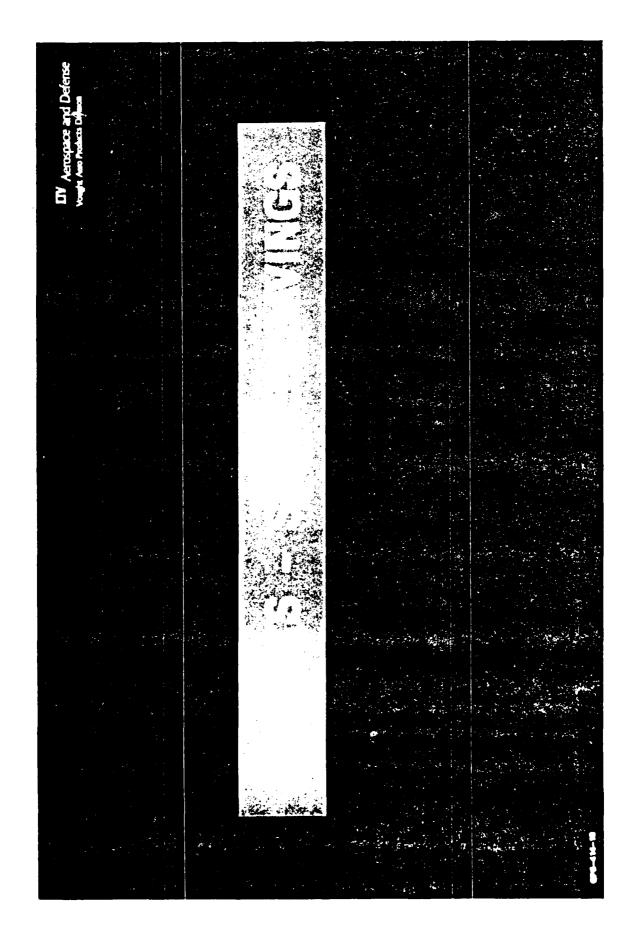
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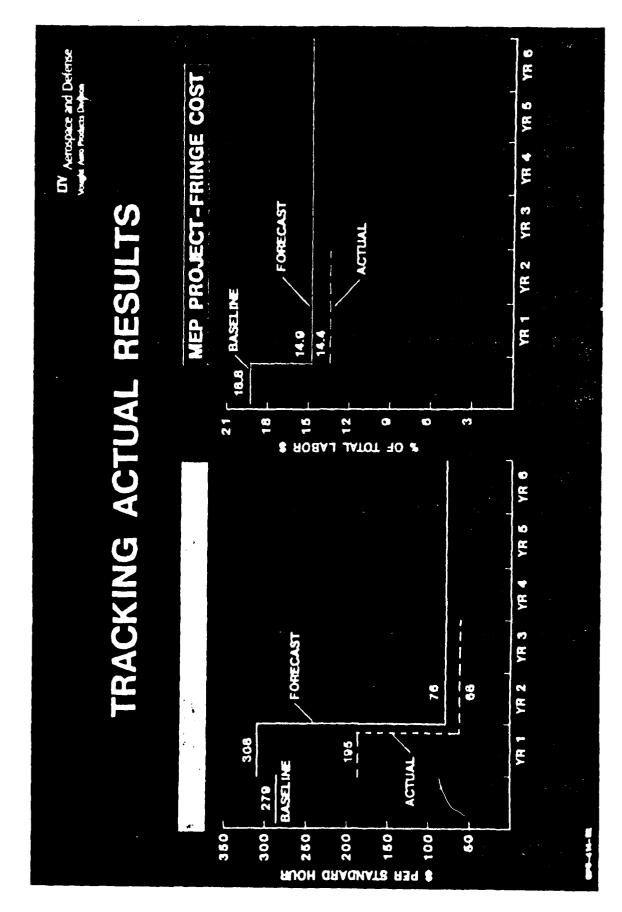
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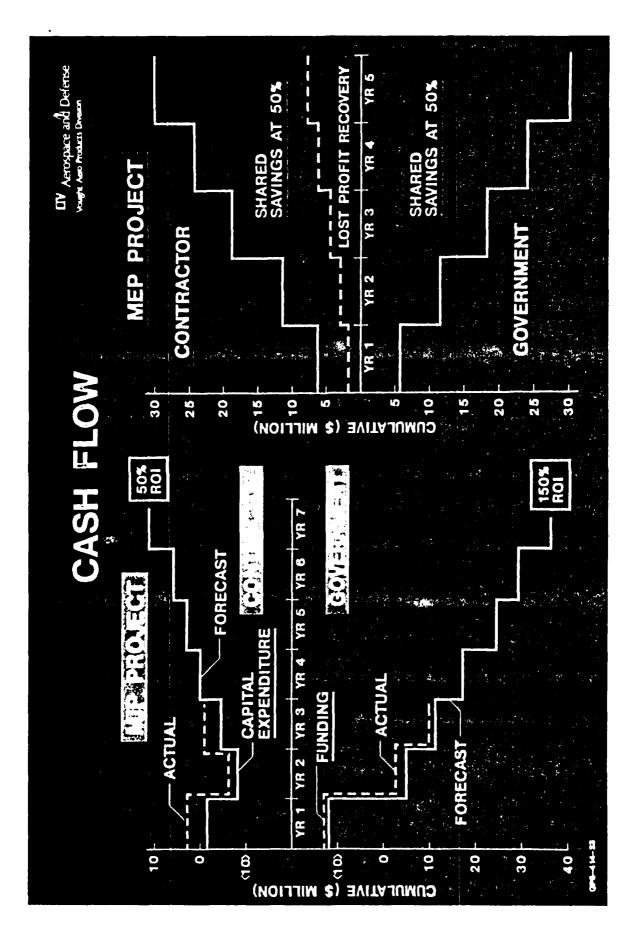
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### SHARED SAVINGS

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S COST OF AFFECTED PARTS AS-IS STANDARD HOURS	1. DEFINE MEASUREMENT	FRINGE BENEFIT \$ LABOR \$
\$ 279 PER STD. HOUR	2. DEFINE BASELINE	18.8%
\$ 195 PER STD. HOUR	3. MEASURE ACTUAL PERFORMANCE	14.45
308	4. DETERMINE IMPROVEMENT	4.45
\$ 35,000	5. CALCULATE INCREMENTAL SAVINGS PER % IMPROVEMENT	\$2,700,000
30 X \$35,000 = \$1,050,000	8. ACTUAL SAVINGS DETERMINATION	4.4 X \$2,700,000 = \$12,000,000
0.50 X \$1,050,000 - \$525,000	7. SHARED SAVINGS	0.50 X \$12,000,000 - \$6,000,000
STANDARD HOURS	8. ALLOCATION BASE	LABOR COST
PROGRAM         X         Y         Z           STD. I-RS. (000)         30         13         7           % ALLOCATION         61         26         13           \$(000)         SAVINGS         320         137         68	9. PROGRAM ALLOCATION	\$(000) \$4 B C D \$(000) \$(000) \$2000 14000 25000 77000 \$4.7 \$4LOCATION 2.5 11.8 21 84.7 \$(000) \$4.0 \$150 710 1260 3880

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SECTION 11 - PROJECT CHEM PLOY

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ECTION I - INCENDIT DATA

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ECTION 111 - TAI CACALATIONS

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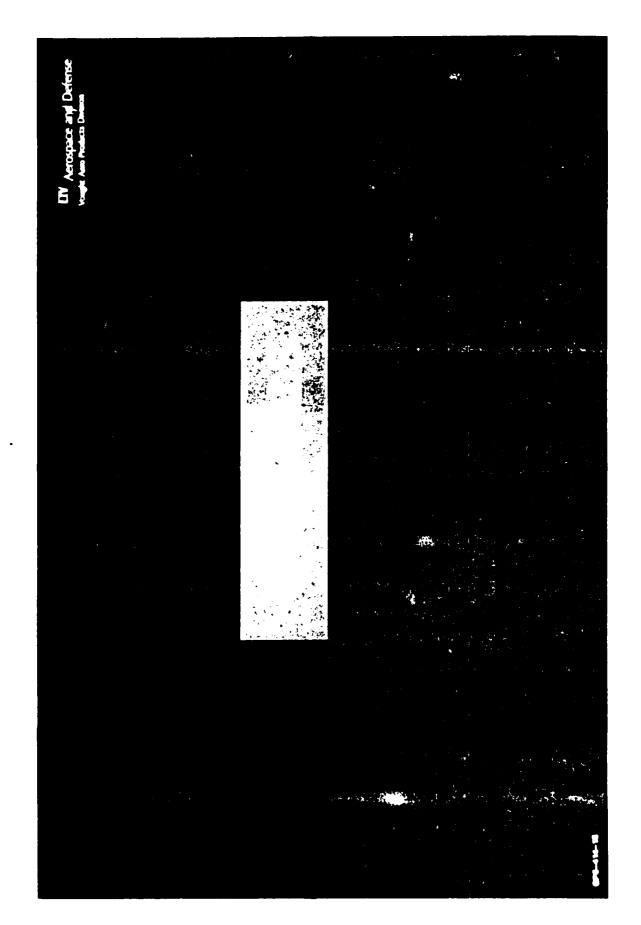
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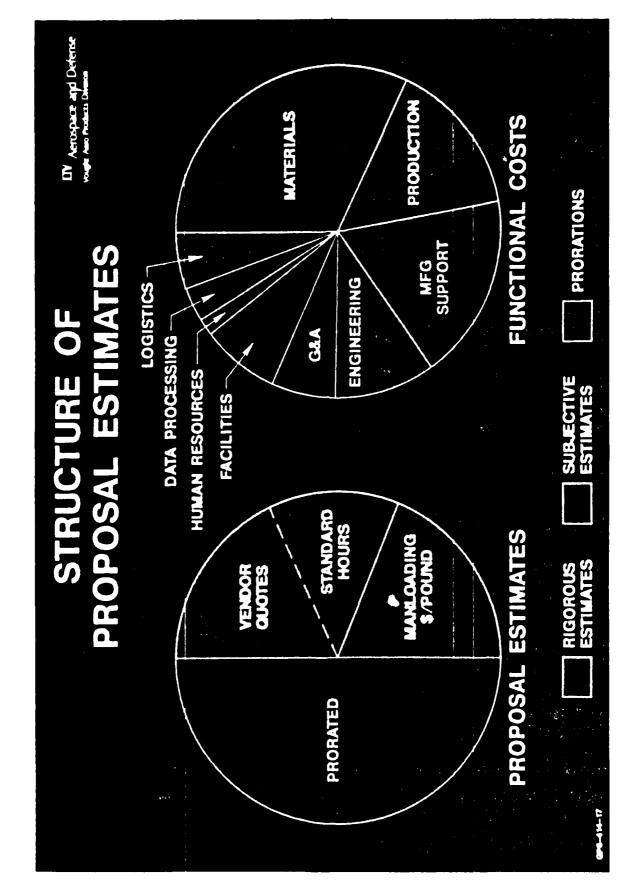
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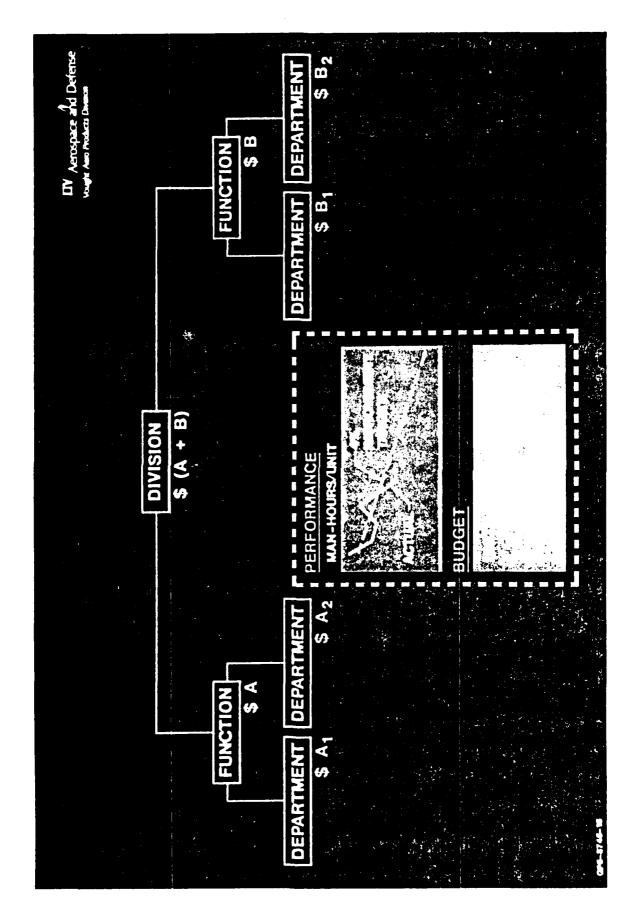
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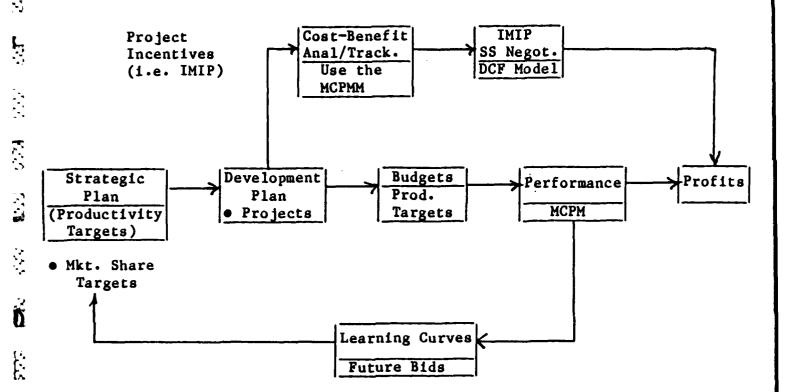
#### HAN PROGRAM TO WHICH PRODUCTIVITY TOOLS THE DEGREE IN COMPANY **OPERATIONS** INHERENT STRUCTURE IS **MORE IMPORTAN** ARE

VIII.A.2 - LTV/VAPD Integrated Approach

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b. VPC Paper Test

#### FIGURE III-2 Depiction of LTV/VAPD's Basic Approach to Productivity Management



- Comments: Process should be self-motivated
  - IMIP utilized to minimize lost profit impact
  - If there were overall total productivity improvement incentives the company would likely do what Government is after anyway and with less difficulty than by way of project focussed incentives.

Table ver-

LTV/VAPC Methodolog

Models:

				Cost-Driver			Challenge	Overall System
		₩G1	TE	Analysis	MCPM	DCF	Budgets	General Comments
J1	Criteria:							
		_	_	_	_			
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7.	Plan Process Involvement of KOM's	_					_	Not Sure
۶.	Champion		_	_			_	, Yes
<b>;</b>	Managing Change		•					Yes-Council
٠,	Productivity Basics		_				_	Not Clear-Needs Improve.
•	Productivity Restraints dealt w/	_	_				_	Not Clear
7.	Stages of Evolution					•	_	Not Clear
•	Top Mgmt. Support	_	_	_			_	Good-Productivity Council
٠.	Integration into Mgmt. Sys.		_				_	Very Good
•	Integration of Pienning Sys.	_	_		_		_	Very Good
<u>.</u>	Perticipative Mgmt.	_	-	_			_	Needs improvement
7.	Link Planning to implem.	_	-		`		` `	Very Good
~:	Budget Mgaf.	_	_		<u> </u>		` `	Excellent
÷	Prod. Messurement Sys. Dev.						_	Excellent
'n.	Mees. Audits		-				_	Not Clear
•	Control vs. Tap. Mess. & Eval.	_	Planning	Improve.	Improv.	Piem.	Control	Excellent
7.	Mees. A While Hope for B		_				_	Not Clear
	Mees. & Evel. as Mgat. Sys.	_					_	Excellent
	Personalized Scoreboards	_	_		<u>`</u>		_	Needs Development
•	Control & Improve. Sys. Dev.	_	<u> </u>	<u> </u>			` `	
<del>.</del>	Aud i† C&! Sys's	_		_	_		_	Not Clear
2	Reverd A While Hope for B	_	_				_	Not Clear
z.	Innovation Promoted	<u>-</u>			_		_	Needs Development
•	Cost-Oriver Analysis		_	_			_	Excellent
٠ <u>.</u>	M4E + C41	<u> </u>	<u> </u>	<b>-</b>	`		` `	Excellent
•	Sys. Optimization	_	_	_			_	Very Good
7.	MIN/MIN Situations Set Up	_	_		_		_	Not Clear
	Pert. Mgat.	_	_		`		_	Needs Improvement
	Mgmt. Basics	_		<b>-</b>			- -	- Good
o.	Accountability	_	_	_	<u> </u>		- -	- Good
<u>.</u>	Meintein Excellence	_	_	_	_		_	Shered Savings-Gainsharing
	Mgmt. Understanding	_	_	(councils   promote		this)	_	Not Clear
ų.	Seif Motivating	_	_	_	_		_	Not Clear
÷	Simplicity	_	_	_	_		_	A Mejor Weekness

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VIII.A.3 - CDEF

a. Price Waterhouse Presentation

## Price Waterhouse

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Manufacturing & Cost Management Services

COST DEFINITION

(CDEF)

METHODOLOGY



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### CDEF SCOPE

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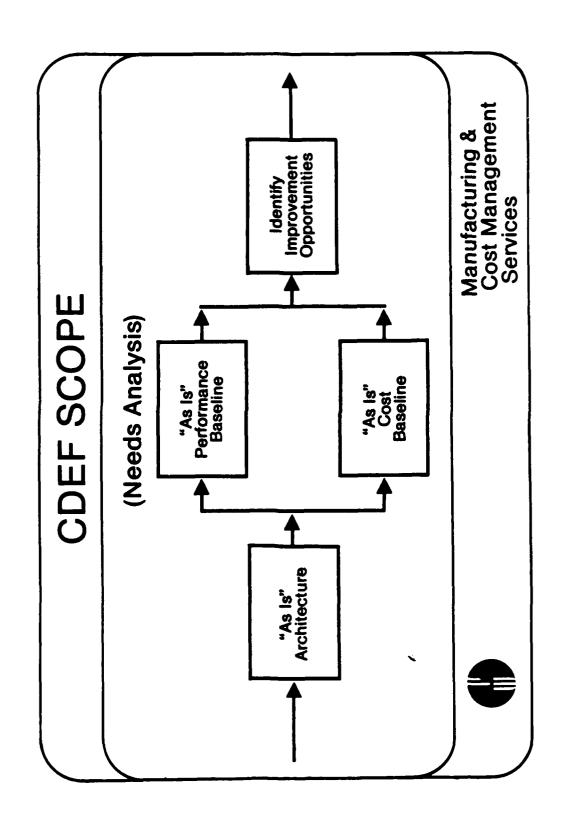
CONTROL PRODUCTION OF STREET STREET, STREET STREET, ST

#### CDEF Is:

- planning and management methodology A technology modernization
- A cost-benefit analysis process
- A cost-benefit tracking approach
- A performance measurement technique



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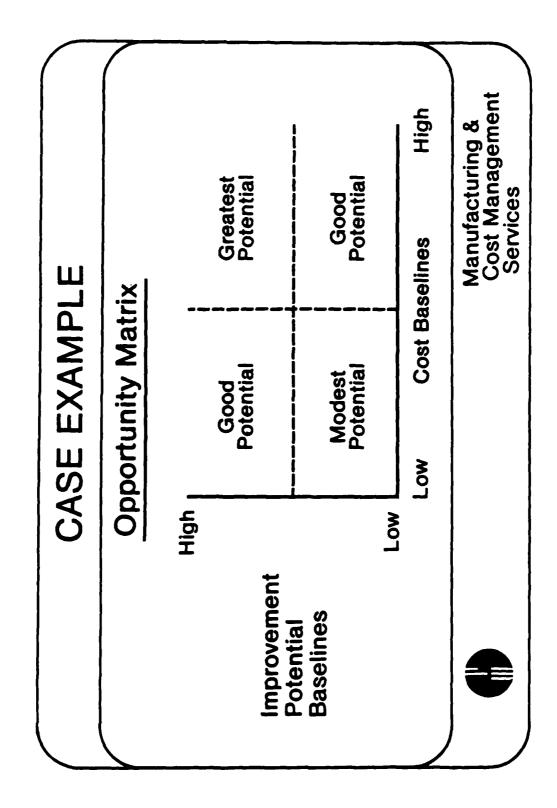
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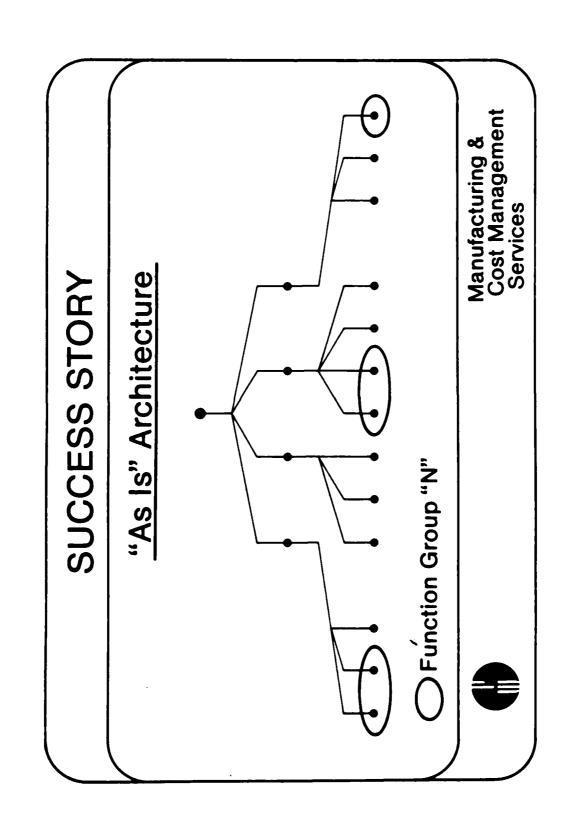
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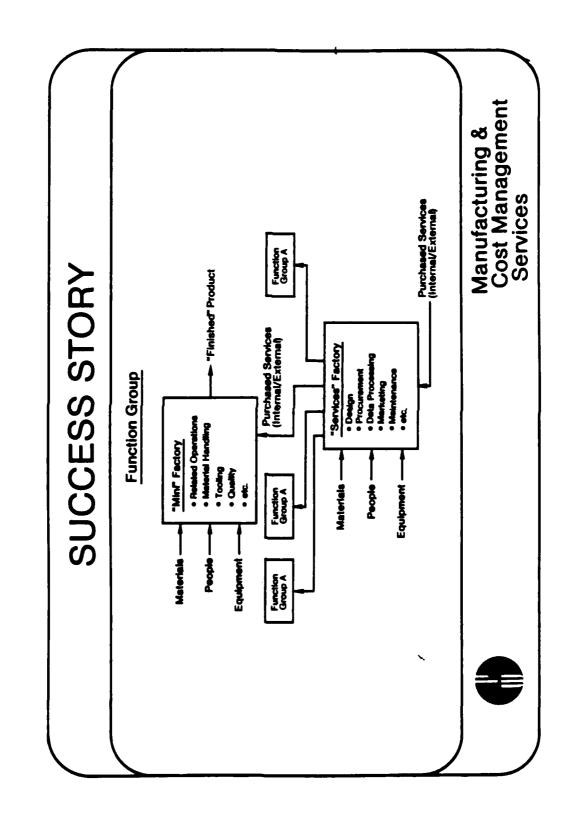
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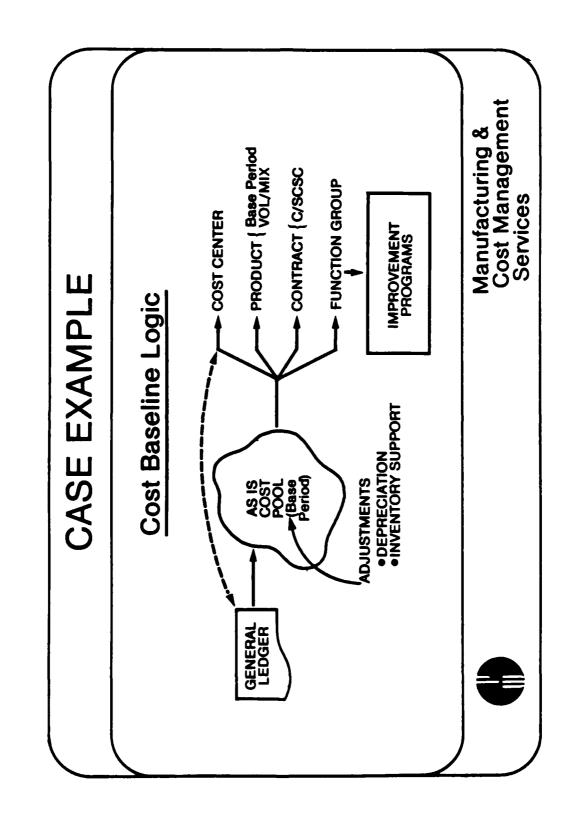
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## Performance Measurement Criteria

- Direct Labor Hours
- Indirect Labor Hours
- Equipment AvailabilitySchedule Adherence
- Equivalent Production Units
- Utility Consumption
  - Set Up Hours
- Throughput Time

Manufacturing & Cost Management Services





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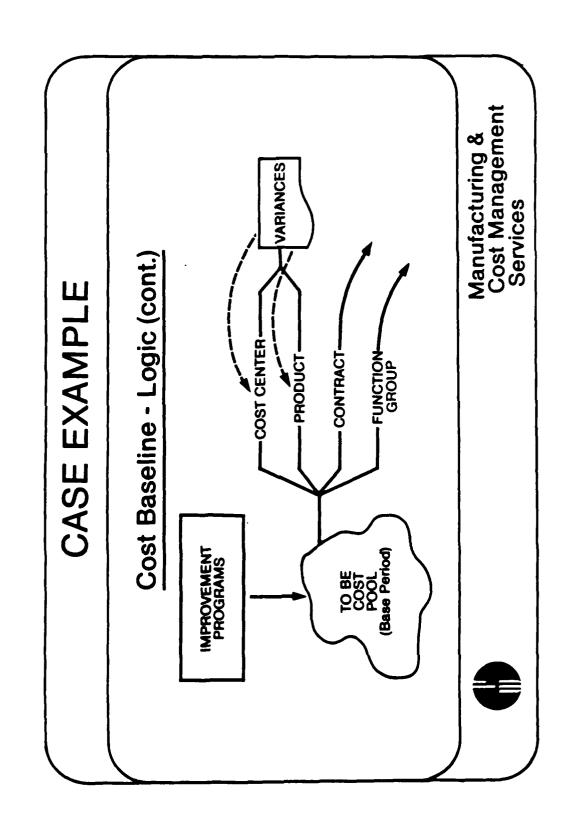
# **AUTOMATIC COST BASELINE GENERATOR**

#### (ACBG)

- PROVIDES FOCUSED STRUCTURE
- SIMPLIFIES ALLOCATION CALCULATIONS
- PROVIDES 'WHAT IF' CAPABILITY



Manufacturing & Cost Management Services



### **EXPERIENCES**

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- **CLEVELAND PNEUMATIC**
- EX-CELL-0/ACE
- EX-CELL-0 / ELWOOD
- **BOEING MILITARY (ISMC)**
- GENERAL DYNAMICS/FORT WORTH (AMS)
- **BOEING AEROSPACE**
- GOODVEAR AEROSPACE
- McDonnell Douglas (C17)
- McDonnell Douglas (ICC)
- ONTARIO FORGE
  - DURADYNE
- ALUMINUM FORGE
- HONEYWELL UNDERSEA



Manufacturing & Cost Management Services

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## METHODOLOGY



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## LTV TEST SITE MEETING

PROJECT TEAM:

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Cost Management Manufacturing & Services



# CONCLUSIONS / RECOMMENDATIONS

- DEVELOP BETTER CDEF DESCRIPTION MANUAL
- DEVELOP CDEF USERS TRAINING
- DEVELOP USER FRIENDLY DOCUMENTATION FOR CDEF AND ACBG
- DEVELOP BETTER EXAMPLE OF COST MODEL AND GENERAL LEDGER ALLOCATION PROCESS



Manufacturing & Cost Management Services

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Section 1997 Control

# CONCLUSIONS / RECOMMENDATIONS (CONT.)

- DOCUMENT INFORMATION FLOW FROM DATA COLLECTION TO SHARED SAVINGS CALCULATION
- FULL SCOPE FIELD TEST OF CDEF AT LTV TOO EXPENSIVE
- DEVELOP / TEST COMPREHENSIVE PRODUCTIVITY GUIDE



Manufacturing & Cost Management Services

VIII.A.3 - CDEF

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b. LTV Paper Test

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#### CDEF PAPER TEST

Price Waterhouse's CDEF model is very detailed and The model offers the opportunity to mimic company probes to the lowest level of contractor's activity cost characteristics The model relies on activity-based costing that is not always compatible with contractor's organizational structure-based cost data Resource requirements are extensive and output format is detailed and voluminous

To-be cost development is derived from alterations to as-is cost case In some instances, detailed cost data is not available to match the detail found in the node tree structure UN Aeruspace and Defense

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#### CDEF PAPER TEST

Model could require the creation of a separate cost allocation/tracking infrastructure

Extensive resource requirements will limit field test viability

would entail efforts beyond the scope or timetable Utilizing the model on a company-wide field test available in this contract Field test will need to be scaled down in scope to match contractual resource constraints The model can be applied to a functional area of the test site and generate the necessary evaluative data within contractual constraints VIII.A.4 - MFPMM

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a. VPC Presentation

(1) hear utime eden. * 1077? - * 1000ccs 47cl * * 17cd ** 6co.des	(1)	Basic MFPMM eqtn.	Profit = Productivity x Price Recovery
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Forecasted (i.e. — we know these from published data or can constrain & Output price to gain competitive edge.

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#### forecasted

from eqtn. (5), we can develop strategic objectives for product pricing and annual productivity improvement that are interrelated.

FIGURE VII-C-1: Basic MFPMM Equation and its Derivation to Show How the Model is Utilized by LTV.

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Section V.-B.-3 Table 5-3

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### MFPMM PAPER TEST

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The model examines contractor effort at the company or macro level

yield "value"; these unit measures are not always available, but productivity model used at LTV's Vought Aero Products Division The model is driven by unit measures of price and quantity to Practical application of the model is found in the total factor total value for cost categories will be available

The lack of price and quantity data could affect modelgenerated Indices and ratios

and other configuration changes, the product and resources from Due to long cycle times, product mix changes, customizations one period to the next are often not identical

The model's period-to-period comparisons are meaningful, but are restricted at LTV to "program output values" LIV Aerospace and Defense

### MFPMM PAPER TEST

The model can be customized to fit the long cycle times environment by defining output at the program level and ever-changing product mix in the aerospace one entry per program per perlod

This alternative approach to defining the product would overcome problems due to product mix changes and partial quantities to allow application of the model to LTV cost data bases

The model can be adapted to a fleld test

VIII.A.5 - DCF/SSA

a. Westinghouse Presentation

## IMIP DCF / SSA Approach

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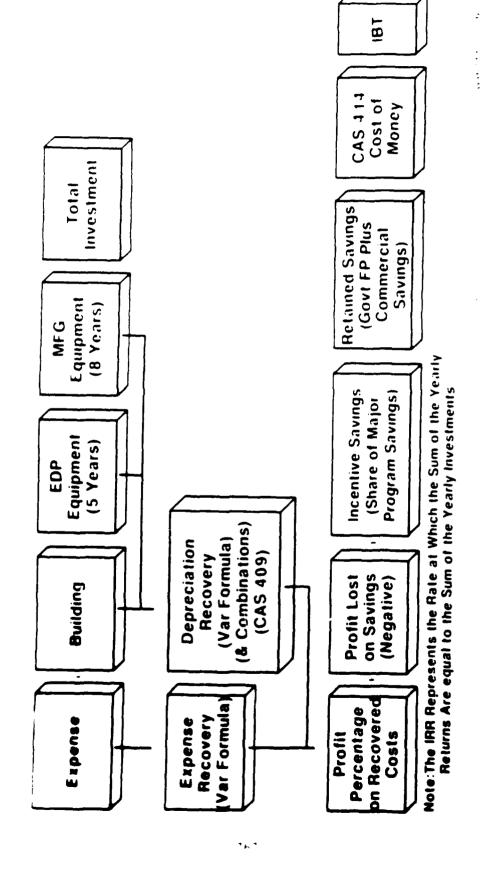
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# Westinghouse DCF/SSA Model

KODE CHARLES CONTROL OF THE

 Based on Execucom Systems Corporation's Interactive Financial Planning System (IFPS) Software Package

• Inputs

· Project Expense

Project Capital

Savings

· · Total Government

·· Major Program

· · Commercial

#### • Outputs

Depreciation Recovery (CAS 409)

Expense Recovery

Cost of Money (CAS 414)

Profit on Recoverables

Loss on Savings

Retained Savings

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#### WESTINGHOUSE DCF/SSA MODEL

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#### LMI DISCOUNTED CASH FLOW MODEL

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· LMI Model

- Flexible (Not Controllable)

Based on Lotus 1-2-3

Requires Extensive Off-Line Development of Some Inputs and Most Outputs \*

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## DCF / SSA Model Comparison

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#### Westinghouse IFPS Model

- Features On Lime Calculation of Most Inputs
  - Requires Specific Inputs
- · · Total Government Savings
  - Commercial Savings
- · · Major Program Savings
- Captial Investment by Category

#### Calculates On-Line

- Incentive Savings
- Depreciation Recovery (CAS 409)
- Expense Recovery
- Cost of Money (CAS 414)
- · Profit on Recoverables
- · Loss on Savings
- · Retained Savings
- Does Not Calculate DoD/Government Benefits

(Can Be Added)

## DCF / SSA Model Comparison

inputs	LMI	Westinghouse
Project Expense	Similar	Similar
Project Capital	One Lump Sum	Multiple Inputs
Total Govt Savings	CLine	Accommodates
Major Program Savings	Off-Line	Accommodates
Commercial Savings	Off-Line	Accommodates

## DCF / SSA Model Comparison

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Outputs	LM	Westinghouse
Depreciation Recovery (CAS 409)	f ve Methods	Sct Any Method
Expense Recovery	Extraneous	Included
Cost of Money	No Discount for Commercial Business	Discounts for Commercial Business
Profit on Recoverables	Extraneous	Included
Loss on Savings	Extraneous	Included
Retained Savings	Extraneous	Included

## DCF / SSA Model Application

- Perform Top-Down Structured Factory Wide Analysis
- Utilize Structured Cost Benefits Analysis Methods
- CBA MUST BE IN COMPLIANCE WITH
- DD633 Format
- · Cost Accounting Standards
- · Contractor Disclosure Statement
- Negotiated Rates and Factors
- Perform DCF Rate of Return Analysis
- Establish Acceptable Hurdle Rate
- Calculate Appropriate Shared Savings Incentive Dollar Value Needed To Realize Hurdle Rate

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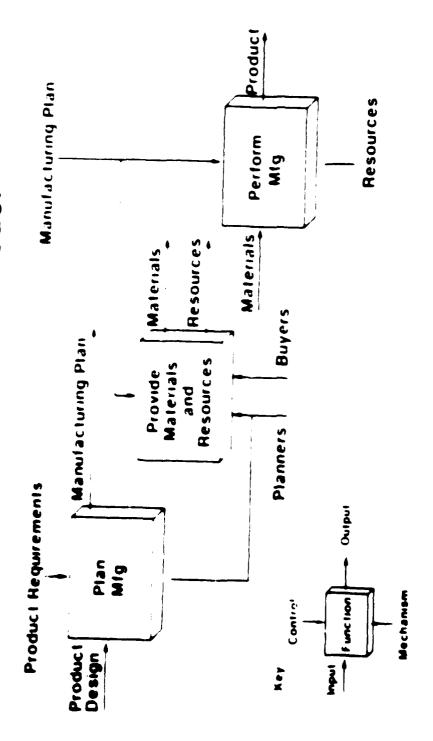
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#### IDEF & Function Model

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Cost/Benefits Analysis Methodology

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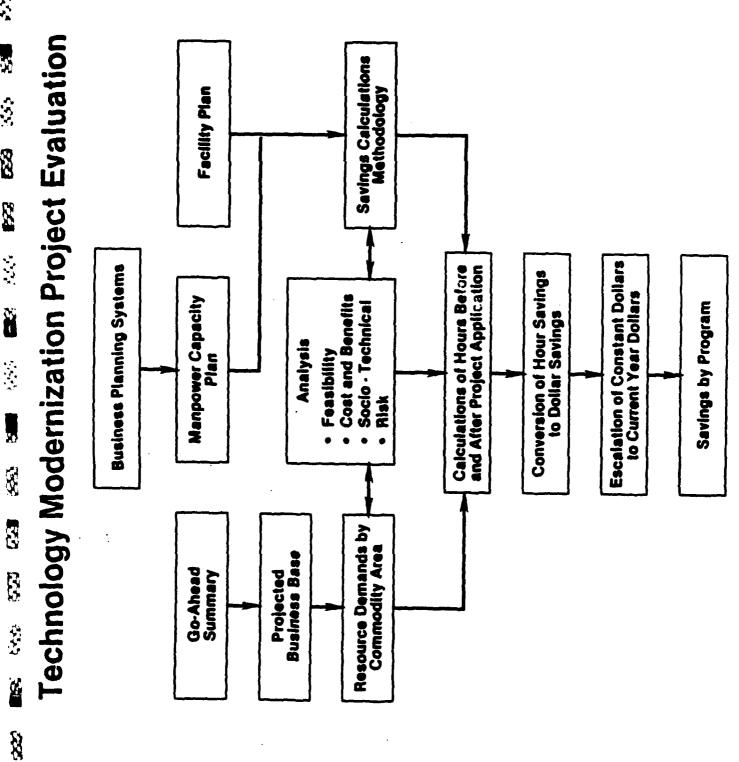
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# DoD Cost/Pricing Format (DD633)

1. Purchased Materials and Services

A. Purchased Parts

B. Subcontracted Items

C. Development Materials

2. Procurement Burden

3. Interdivisional Transfers

4. Engineering

A. Labor

B. Overhead

5. Factory

A. Labor

B. Overhead

6. Other Costs

A. Computer

C. Tooling

B. Travel

D. Miscellaneous

# **Aggregate Costing Rates**

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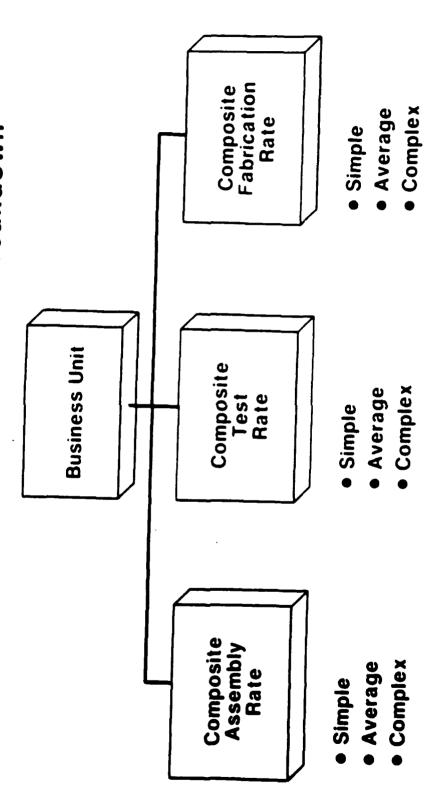
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Sample Business Unit Rates Breakdown



## Aggregate Costing Rates

Direct Labor

Departmental Overhead

Allocations

## **Aggregate Costing Rates**

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Direct Labor

- Wage Rate

- Holiday / Vacation

- Benefits

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## Aggregate Costing Rates

Departmental Overhead

- Meetings/Training/Travel

- Supervision / Administration

- Support

- Equipment Depreciation

- Utilities

- Maintenance

- Space

- Expendables

- Miscellaneous

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## **Aggregate Costing Rates**

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#### Allocations

- Management Administration
- Materials
- Technical
- Product Assurance
- Computer
- Finance
- Miscellaneous

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b. LTV Paper Test

#### DCF/LMI/WESTINGHOUSE PAPER TEST

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Does not recognize savings realized from commercial application accounting/pricing methodology employed by defense contractors Westinghouse model's cash flow analysis realistically follows the LMI model's cash flow analysis has the following deficiencies: of project technology

Does not allow differing classes of depreciable capital investment Does not consider depreciation and expense as recoverable costs generating taxable income

outside the model; this deficiency is overcome in the Westinghouse LMI model is cumbersome requiring numerous side calculations model's performing many internal calculations that simplify user effort

their model's formulas; with some modification these rates and Inderstandably Westinghouse rates and factors are utilized in actors could become user data inputs

Westinghouse model has good flexibility with multiple year expenditure entries, asset classes and service lives Model data requirements are compatible with test site data bases

DV Aerospace and Deferse voget Aero Protests Deferse

# DCF/LMI/WESTINGHOUSE PAPER TEST

Resource requirements are reasonable and output format provides good analysis visibility

manufacturing investment projects; rate of return Models provide good evaluative measures for and contractor's cash flow

fashion to manufacturing efficiency projects could be Modification of the models for adaptation in a similar accomplished by inclusion of evaluative measures such as the ratio of government cash flow to contractor cash flow

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VIII.6 - Summary Remarks/Conclusion and Recommendations

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a. Summary Remarks

## Table V.-D.-1.-1. Generic Criteria Useful in Evaluating Productivity Management Methodologies (PMGC)

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- PMGC<sub>1</sub> • Does the methodology incorporate a 2-5 year strategic plenning process? PMGC2 • Does the planning process, by which the 2-5 year plan developed, substantively involve all major, relevant, and appropriate key decision makers in the organization? PHGC3 the methodology recognize the need • Does competent "champion"? PMGC<sub>4</sub> • Does the methodology incorporate mechanisims for managing change within a political and sociological culture? PMGC5 Does the methodology ensure that productivity basics are understood consistently by all persons in the organization? PMGC<sub>6</sub> • Does the methodology consider and incorporate a process by which general awareness about the win-win features of productivity improvement can be developed? Does the methodology recognize that there are strong pressures/restraining forces impeding productivity improvement that must be forthrightly and openly dealt with? PMGC<sub>7</sub> • Does the methodology incoporate the notion of stages of development or evolution for the productivity effort? PMGC8 • Is there genuine,, real, long-lasting top management support for the effort? Does the methodology provide a mechanism for getting and keeping the support? PMGC<sub>q</sub> the methodology adequately provide integration of specific models, techniques, and steps within the methodology and a mechanism for integrating these with other management systems? PMGC<sub>10</sub> • Does the methodology define how the productivity management plan will integrate with the business plan, marketing plan, capital budgeting plan, long-range
- PMGC<sub>11</sub> Does the methodology utilize state-of-the-art participative management techniques, at all levels of management, to drive productivity improvement plans?

(5-25 year) strategy plan, etc.?

## Table V.-D.-1.1. (cont.)

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PMGC <sub>12</sub>	<ul> <li>Does the methodology specifically deal with how to link strategic productivity improvement planning to action planning and effective implementation?</li> </ul>
PMGC <sub>13</sub>	<ul> <li>Does the methodology incorporate mechanisims that encourage and promote disciplined management of budgets (all resources) at various levels of management and supervision?</li> </ul>
PMGC <sub>14</sub>	Does the methodology incorporate continuing and proactive development of improvement measurement and evaluation systems? Does the methodology specifically incoporate state-of-the-art productivity measurement and evaluation techniques?
PHGC <sub>15</sub>	<ul> <li>Does the methodology strongly encourage periodic measurement and evaluation system audits that check to ensure that those things which truly constitute system performance are measured?</li> </ul>
PHGC <sub>16</sub>	<ul> <li>Does the methodology recognize the difference between measurement and evaluation systems for control purposes versus those for development and improvement purposes?</li> </ul>
PMGC <sub>17</sub>	• Does the methodology discourage measuring A while hoping for B?
PMGC <sub>18</sub>	<ul> <li>Does the methodology define how various measurement and evaluation systems will integrate into a cohesive, effective management system that supports proactive productivity management?</li> </ul>
PMGC <sub>19</sub>	<ul> <li>Does the methodology allow for personalized scoreboard building by sections, work groups, departments, etc.?</li> </ul>
PMGC <sub>20</sub>	<ul> <li>Does the methodology promote continuing, proactive development of control and improvement techniques related to all resorces? Does the methodology specifically incorporate state-of-the-art productivity control and improvement approaches and techniques for labor, capital, energy, materials, and data/information?</li> </ul>
PMGC <sub>21</sub>	<ul> <li>Does the methodology encourage periodic audits of control and improvement procedures? Do we audit what we really reward?</li> </ul>

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· Does the methodology discourage rewarding A while

we really reward?

hoping for B?

PMGC<sub>22</sub>

## Table V.-D.-1.-1. (cont.)

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PMGC <sub>23</sub>	<ul> <li>Does the methodology encourage and promote innovation at all levels of the organization?</li> </ul>
PMGC <sub>24</sub>	<ul> <li>Does the methodology utilize a "cost-driver" analysis to identify where improvement efforts are best directed?</li> </ul>
PMGC <sub>25</sub>	<ul> <li>Does the methodology define how to successfully link control and improvement to measurement and evaluation, and vice versa?</li> </ul>
PMGC <sub>26</sub>	• Does the methodology focus on building effective management systems as opposed to just automating? Are our improvement efforts piecemeal attempts to optimize subsystems at the expense of larger system performance?
PHGC <sub>27</sub>	<ul> <li>Does the methodology strive to create goal-conguity/ win-win situations? If the organization wins, will the individual win also?</li> </ul>
PMGC <sub>28</sub>	<ul> <li>Does the methodology successfully utilize state-of-the-art participative management techniques for productivity improvement plan identification, development, and implementation?</li> </ul>
PMGC <sub>29</sub>	• Does the methodology focus on execution of management basics as an early step in productivity improvement?
PMGC <sub>30</sub>	<ul> <li>Does the methodology hold management, staff, and employees accountable in a disciplined, consistent fashion?</li> </ul>
PMGC <sub>31</sub>	Does the methodology incoporate planning for maintaining excellence cace it is achieved?
PMGC <sub>32</sub>	<ul> <li>Do all levels of management and staff understand the methodology? Does the methodology incoporate plans to involve management in its development and to continue education as to the methodologies execution?</li> </ul>
PMGC <sub>33</sub>	• Is the methodology designed so as to be self motivating?
PMGC34	• Is the methodology as simple as possible?

## Table V.-D.-1.-2. Generic Criteria Useful in Evaluating Productivity Measurement and Evaluation Models that will also Support Incentive methodology (PMEN GC)

PHENGC<sub>1</sub> • Is the model easy to use? - Ease of Application

PHEMGC<sub>2</sub> · Base of Application for Prime Contractors.

· Ease of Application for Subcoputractors.

PMEMGC34 • Does model utilize existing company data bases? - Percent of data needed that is available.

PMEMGC3b • Does the model require developing new company data bases? If needed data is not available, can model be modified to provide valuable information? - New data bases that must be developed to use model.

PMEMGC4

• What does the model measure? (directly & indirectly)

- Effectiveness - Efficiency

- Quality

- Productivity

- Quality of Work Life

- Innovation

- Profitability

PMEMGC4b • Is the model primarily designed for:

cost/benefit, cash flow projection and analysis?

- cost/benefit, cash flow tracking & validation?

- productivity measurement & evaluation?

- a control toel?

- an improvement tool?

- a department, function, or workgroup analysis

- a plant, division, or company analysis tool?

- a project or program analysis tool?

PMEMGC5 • Model usefulness for Manufacturing Efficiency Projects? for Manufacturing Investment Projects?

PHENGC6 Implementation Costs?

- general magnitude

- design & development

- implementation

- operation and maintenance

<sup>\*</sup> Incentive Methodology in this application infers Government to Contractor Incentive Systems such as IMIP.

## Table V.-D.-1.-2. (cent.)

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PHENGC7	• Ability to measure and allocate savings to multiple programs?
PHENGC <sub>8</sub>	<ul> <li>Ability to have productivity improvement projects and business programs added and deleted? Flexibility of model?</li> </ul>
PMEMGC <sub>9</sub>	• Ability to delineate commercial and government program benefits?
PHENGC <sub>10</sub>	<ul> <li>Quality of model output? Appropriateness of model output portrayal? Flexibility of output for variable audiences?</li> </ul>
PHENGC <sub>11</sub>	• Accessibility of necessary input data? Preprocessing of input data required?
PHENGC <sub>12</sub>	• Auditability of model?
PHENGC <sub>13</sub>	<ul> <li>Ability of model to handle long cycle times, multiple products, frequent design changes, product mix changes?</li> </ul>
PHENGC <sub>14</sub>	• Base of translation and transfer of model within defense industry?
PMENGC <sub>15</sub>	• Perceived complexity of model?
PMEMGC <sub>16</sub>	<ul> <li>Ability of model to satisfy meeds of multiple users (i.e., Congress, DoD, contractor, managers, staff, etc.)?</li> </ul>
PMEMGC <sub>17</sub>	• Uniqueness, and perceived utility of information provided by model?
PHEHGC <sub>18</sub>	• Perceived implementation cost?
PMEMGC19	• Ease of linkage, and quality of the link between what the model measures and incentive methodology?
PHENGC <sub>20</sub>	• Model's conformance to accepted cost accounting proactices?
PHENGC <sub>21</sub>	• Does the model follow functional (organizational chart) analysis or a cost-structured approach?
PHENGC <sub>22</sub>	• Model's allowance for comparing and contrasting "As Is and As Were" cost baselines vs. "To Be" cost

baselines?

## Table V.-D.-1.-2. (cent.)

PHENCC23	Ability of	model to	Incorporate	uncertainty	and risky

PMEMGC<sub>24</sub> • Ability of model, using existing data, to track productivity improvement?

PMEMGC<sub>25</sub> • Ability of model to treat multi-dimensionality of performance and productivity, i.e., ability of model to examine cost factors and non-economic factors?

PMEMGC<sub>26</sub> • Ability of model to substantively involve users and people in the system in its development, evolution and use?

PMEMGC<sub>27</sub> • Ability of model to guide, direct, and even motivate action and implementation?

PMEMGC<sub>28</sub> • Ability of model to support decisions?

PMEMGC<sub>29</sub> • Ability of model to satisfy the goals of DoD and contractors?

PMEMGC<sub>30</sub> • Ability of model to be integrated successfully into typical defense industry management systems?

## D. Comparison and Evaluation Methodology

## 2. Specific Criteria

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CDEF: a) Has a functional structure been used?

- b) Have function groups been identified?
- c) Has the financial reporting structure been "mapped" against the functional structure?

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- d) Has a comprehensive Manufacturing Cost Model been identified?
- e) Have Critical Success Factors and the related performance measures been identified?
- f) Have "as is" and "to be" cost baselines been established?
- g) Has project risk been considered?
- h) Has the synergistic impact of the technology improvements been considered?
- i) Has a benefits tracking plan been developed?

## MFPM: Does the model:

- a) provide an overall, integrated measure of productivity for a plant, division, firm, etc.?
- b) provide an analytical mechanism for evaluating past performance?
- c) provide important information for budget control?
- d) provide constant value information on performance?
- e) assess and evaluate bottom-line impact on profits from shifts in productivity and price-recovery?
- f) track results of specific productivity improvement interventions or track total results of all productivity improvement interventions?
- g) assist with establishment of productivity management planning?

- h) provide in a succinct, integrated report containing information related to
  - changes in resource utilisation and output composition.
  - traditional "pie chart," cost driver analysis data.
  - partial factor, multi-factor, and total productivity ratios.
  - performance indexes, changes in productivity, price-recovery and profits from period to period.
  - the constant-value dollar impact of productivity and price-recovery changes on profits.
- i) provide management teams with the ability to forecast and simulate business conditions, cost patterns, productivity trends, and to analyze these changes (controlled, constrained or otherwise ) on overall performance.
- j) notivate more proactive productivity management efforts on part of management teams.
- k) reflect good management system design (i.e., consider who is managing and what is being managed in relation to what we are managing with).
- 1) promote total factor (energy, capital, labor, materials, data/information) productivity management decision-making.

TABLE V.-E.-1.

DCF(LMI)

CDEF

MFPMM

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l Ease of Use	Moderate	Moderate	Moderate
2 Ease of Use: Primes			
Ease of Use: Subs			
3a Data Availability	Good at Macro Analysis	Usually not available	Good, but requires
3b Data Base Development	Not necessary for LTV	Necessary	Necessary in some
	type application		Areas
4a Messure: Effec.	Not Directly	Not Directly	Indirectly
Effic.	Indirectly	Yes (costs)	Projects
Qual.	Indirectly	No	Not Directly
Prod.	Directly	No	No
OMI	No	No	No
Innov.	Very Indirectly	Impact of Mftg.Improve.	Projects Impact
Prof.		•	Yes
4b Focus: CBA		X	X
CBT		X	
PM&E	X		
Control	X	X	
Improvement			
Group/Fnt.		X	
Plant/Pira	X	X	X
Project/Program			
5 Useful for: MEP	X	Not Intended Pocue	Not intended Pocus
MIP	X	X	X
6 Implementation Costs			
• General Mag.	Mod	H1	Lo
Design & Devel.	Mod	H1	Lo
Implement.	Lo	ሌ	Lo
Optns & Maint.	Lo	Lo	Lo
1			
Flexibility	Good in LTV Type Applic.	Good once sys. set up	Good
	Depends on data avail.	*	7
10 Output Quality	Needs Improvement	Needs Improvement	Needs Improvement

TABLE V.-E.-1

CDEF

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ll Access of Input Data	Good in LTV-type Applic.	Needs to be Developed	Estimation & Base Line
12 Auditability Primes	Good	Poog	2
13 Appropriateness in Typica	Requires Modification	At program level is	Designed for Setting
Defense Setting		designed for this	
4 Translation & Transfer	No Data	Situation specific	Apparent Problems
5 Perceived Complexityt	H1	TH.	FR
16 Satisfy Multiple Users	Feasible	Not Clear	Feasible
17 Utility of Info. Provided	Not Clear	Not Clear	To Govet. Yes/Client?
Uniqueness of Info Provided	14 ·	BT	Mod-Lo
18 Perceived Implementation Cos	IC H3	141	Мод
19 Link to Inc. Method.	Very Good	Not Sure/CBT	Very Good
20 Conform to Accing.	Possible	Forced	Forced
21.Functional (org.chart) vs.	X LTV Applic.		
Cost Structure	X Possible	×	X
"As Is" to "To Be" Comp.	Yee	Yes	Yes
23 Incorp. Uncert. & Risk	Yes	Yes	Not Clear/Possible
24 Track Prod. Imp.	Yes	CBT Data Avail.?	No
25 Multi Demensionality	Yes (Partial)	ě	No
26 User Involvement	Not High in LTV Applic.	Γo	P.O
27 Motivate Improvement	Possible, not high in LIV	Weak	No
28 Support Decisions	Yes	Yea	Yes
29 Satisfy DoD?	Possible	Assume So	Yes
Contractors?	•	•	<b>~</b>
30 Integratable into Mgmt	Yes	Yes	Assume there already
Systems			

VIII.A.6 - Summary Remarks/Conclusions and Recommendations

b. Conclusions and Recommendations

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## Overall conclusion:

a broad-scope productivity management methodology Contractors need to institute, promote, and maintain which would represent a "grand strategy" for their business unit(s).

# Overall Conclusion Cont'd

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A productivity management methodolgy should encompass the productivity elements of:

Planning
Measurement
Evaluation
Control
Improvement

LTV/VAPD has developed, instituted, promoted, and is maintaining such a methodology. (Development is a continuing process). ,; ,,

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\*

# Other Conclusions

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- (or methodology as the case may be) can accomplish: Individually, none of the three "models"
- 1) An integrated productivity management methodology, and
- 2) All the performance improvement goals desired by the Government and contractors.
- Collectively, the three models (or methodolgies) can management methodology. Development work on be integrated into an effective productivity each is still required.

# Other Conclusions Cont'd

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- The CDEF "model" performs well against objectives and criteria for which it was designed.
- organizational/accounting structure, thus requiring The node-tree activity structure (IDEF Analysis\*) can differ significantly from a company's significant effort to develop.
- relative to other approaches (e.g., develop separate complete CDEF methodology at VAPD to be high, LTV has perceived the cost of implementing the cost center accounting for each MIP).
- \* IMIP Guide 5000-XX.G requires that an IDEF-type analysis be performed.

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# Other Conclusions Cont'd

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- The MFPMM must be modified to function in the defense industry environment.
- LTV/VAPD has made conversions to the MFPMM and has found the model useful.
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- end-result profitability measure. (Capital investment \* Possible exception, the DCF model is an aggregate, input; Annual savings output).

# Other Conclusions Cont'd

- decision-making tool for planning and forecasting The DCF/SSA model is primarily an analysis and purposes.
- developed by LMI for IMIP implementation purposes. - There are major deficiencies in the software
- Also, there is an inadequate user's manual for the software.

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# Other Conclusions Cont'd

- IMIP guidelines are inadequate with reference to submitting/justifying manufacturing efficiency projects.
- rates used by a contractor for pricing purposes may not be clearly understood by either contractor or The impact of an IMIP project on the aggregate Government.
- The translation and transfer of productivity models and methodologies from one company to another may be difficult.
- A generic methodology for productivity management efforts within the defense industry needs to be further developed and communicated.

# Recommendations

## Primary

- Combine Phases IV and V into a single, eighteen month project which would:
- 1) Resolve specific developmental needs of the three models by a limited field test at LTV/VAPD.
- 2) Complete the development of an integrated productivity management methodology.

# Primary Recommendations Cont'd

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3) Review and evaluate the models and the integrated methodology with other defense contractors in a workshop setting.

4) Develop an Implementation Guide for the integrated methodology.

# Other Recommendations Cont'd

- specifications required by DoD for cost-tracking Investigate and define a more precise set of purposes.
- Develop a comprehensive treatise on the impact of aggregate versus project-related cost accounting rates and factors on IMIP-related projects.
- DoD needs to expand the range of incentives to encompass a contractor's "total" productivity improvements.

# Other Recommendations

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Note: The implementation of these are judged to be outside-the-scope of Phases IV and V.

- software. Develop a more comprehensive user's Modify the LMI version of the DCF/SSA model manual.
- An Implementation Guide needs to be developed to requirements to use the DCF/SSA model for IMIP fully describe the methodology and criteria purposes.
- submitting and justifying a manufacturing efficiency Develop a more definitive set of IMIP guidelines for project (MEP).

VIII.B. Final Report Briefing Materials

(Presented by VPC to Dr. John Mittino, Deputy Assistant, Secretary of Defense)

The Study
of
Productivity Measurement
and
Incentive Methodology

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Phase III

Final Report

Briefing

18 February 1986

# OVERALL GOALS OF FIVE-PHASE PROJECT

Superordinate Goal: To Improve The Performance of Defense Contractors and Subcontractors

- To identify and describe current productivity measurement practices in the defense contractor community.
- To identify and describe currently available productivity measurement techniques.

# OVERALL GOALS (Contd.)

CONTRACT - SERVINGS

PROCESS NO PROCESS NO

- productivity measurement models and methodologies To test, evaluate and develop (if necessary) specific at a field test site.
- relative to productivity management & measurement. To develop an Implementation Guide that would be useful to a broad spectrum of defense contractors

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# OVERALL GOALS (Contd.)

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- and methodologies developed and presented in the To validate (as well as possible) that the models Implementation Guide are useful in a wide spectrum of defense contractor settings.
- To ensure that models and methodologies developed and described link to incentive methodologies.

## Phase I

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Contractor Survey of Productivity Measurement Practices Title:

Army Procurement Research Office Principals:

To identify and describe current productivity measurement practices in the defense community.

To develop specific definitions of contractor productivity appropriate for the products concerned and contracts involved. 120 CO 100 CO 120 CO 120 CO 100 CO 10

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## Phase I (Contd.)

Design and distribute a survey to defense contractors. Activities:

Analyze survey responses.

Visit selected contractors for more detailed follow-up.

Results:

Survey completed.

Recommendation to test selected models.

productivity measurement in defense contractor Description of state-of-the-art practice for industry.

## Phase II

## Title:

Development of a Taxonomy of Productivity Measurement Theories and Techniques.

## Principals:

D. Scott Sink Thomas C. Tuttle

## Goals:

productivity measurement techniques and theories, To identify and describe state-of-the-art and those being practiced.

To develop a taxonomy for those theories and techniques. 7. 7.

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## Phase II (Contd.)

Activities:
Detailed literature s

Detailed literature search.

Selected contractor site visits.

Development of taxonomy.

Results:

Comprehensive document describing productivity measurement theories and techniques.

Recommendation of which models to test in phases III and IV.

## PROJECT STAFFING

(MFPMM TEST AND ANALYSIS COORDINATOR) SCOTT SINK, Ph.D., P.E. F. I.:

FACULTY ASSOC.:

MARUIN H. AGEE, Ph.D CO-DIRECTOR, UPC

MR.SHONI DHIR LTV/VOUGHT AEROSPACE FIELD SITE COORDINGTOR:

PRICE MATERHOUSE MS. BETTY THAYER TEST AND ANALYSIS COORDINATOR: CBA/TS

MR. RICHARD ENGMALL MESTINGHOUSE MANUFACTURING SYSTEMS AND TECHNOLOGY CENTER MIP/DCF/SSA COORDINATOR: RISATURE TEST AND

DR. THOMAS C. TUTTLE DIRECTOR, MCPQML OVERALL PROJECT SUPPORT:

## ADVISORY BOARD AND SUPPORT GROUP

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## OFFICE OF SECRETARY OF DEFENSE:

DR. RICHARD A. STIMSON, DOD MR. DOUGLAS REEVES, DOD MR. MONTE NORTON, APROMR. MAYNE ZABEL, APROCOL. RONALD DEEP, AFBRMC DR. TOMAS C. UARLEY DON DON DON

## DEFENSE SYSTEMS MANAGEMENT COLLEGE:

MR. DAVID D. ACKER, TECHNICAL CONTRACT OFFICER MR. WILBUR V. ARNOLD LT. COL. JOHN R. BRAMBLETT MR. WILLIAM MOTLEY

## DEFENSE SUBCONTRACTORS:

R. GLEN PETERS, HONEYWELL AEROSPACE AND DEFENSE
R. BILL FALER, BOEING AEROSPACE CORP.
IR. A.R. AFFLECK, NORTH AMERICAN AIRCRAFT OPERATIONS
IR. DICK BETKE, TRW SPACE AND TECHNOLOGY GROUP
IR. HAROLD GORDON, BELL HELICOPTER EEEE.

### PHASE III

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GOAL -- TO EXECUTE A "PAPER TEST" OF THE THREE MODELS AND EVALUATE MODEL APPLICATIONS AT A FIELD SITE

OBJECTIVES --

01 -- EVALUATE EASE OF MEASURING AND EVALUATING PRODUCTIVITY (PERFORMANCE) MITH THESE THREE MODELS. 02 -- DEVELOP COMPREHENSIVE DESCRIPTION OF INPUTS AND OUTPUTS FOR EACH MODEL.

03 -- COMPARE, CONTRAST RESULTS OF PAPER TEST FOR THREE MODELS

04 -- IDENTIFY AND DESCRIBE IN DETAIL DATA REQUIRED TO DRIVE EACH MODEL.

DESCRIBE UNIT OF ANALYSIS (ie. APPLICATION) FOR EACH MODEL IN THE PAPER TEST. DESCRIBE MOST APPROPRIATE APPLICATION. -- 50

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### PHASE III OBJECTIVIS CONTINHED --

06 -- EUALUATE ABILITIES OF THE MODELS.

07 -- DESCRIBE INCENTIUE/REMARD SYSTEMS IN USE AT FIELD TEST SITE.

08 -- RECOMMEND MODIFICATIONS TO MODELS FOR MORE EFFECTIVE APPLICATION.

09 -- ADVISE AS TO WHETHER PHASE IV IS MORTHWHILE.

### VI.B. General Recommendations and Conclusions

Secretary Representation

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Overall conclusion:

a broad-scope productivity management methodology Contractors need to institute, promote, and maintain which would represent a "grand strategy" for their business unit(s).

## Overall Conclusion Cont'd

A productivity management methodolgy should encompass the productivity elements of:

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LTV/VAPD has developed, instituted, promoted, and is maintaining such a methodology. (Development is a continuing process).

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## Other Conclusions Cont'd

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## Other Conclusions Cont'd

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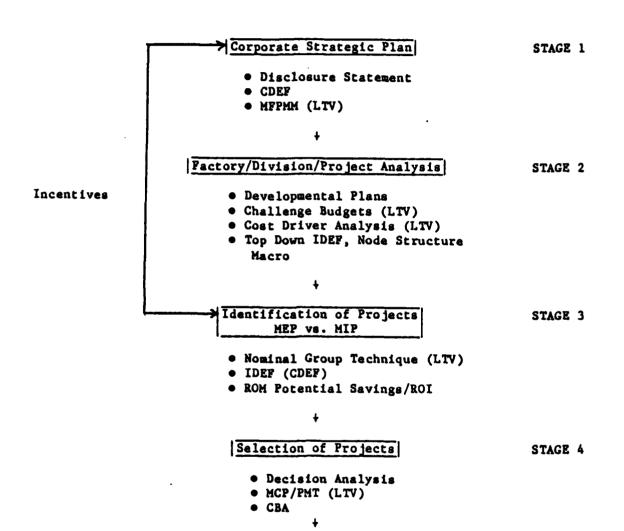
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## Other Conclusions Cont'd

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- rates used by a contractor for pricing purposes may not be clearly understood by either contractor or The impact of an IMIP project on the aggregate Government.
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- A generic methodology for productivity management efforts within the defense industry needs to be further developed and communicated.

### FIGURE III-1 Generic Productivity Management Methodology as Related to Defense Industry



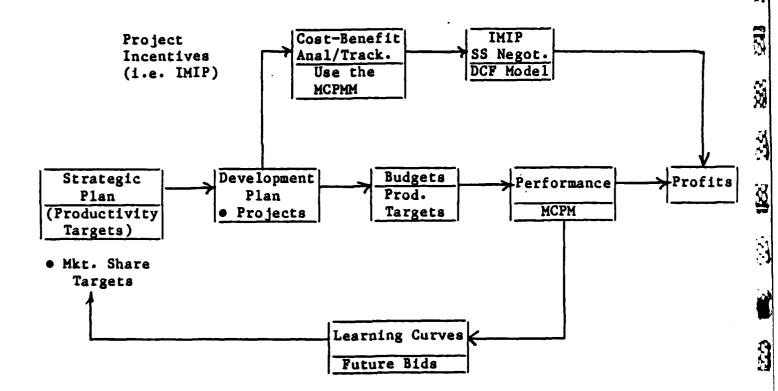
### Figure III-1 (cont.) Generic Productivity Management Methodology As Related to Defense Industry

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Sources of Funds STAGE 5 • Man Tech • Budget • IR&D • IMIP • Profit Various Return Analysis/Decision Analysis Techniques Depending Upon Audience/Funding (i.e. LMI, CBA, Westinghouse, DCF) NO Different Negotiations Source of STAGE 6 GO Funds (Lost Profit in + GO Case of no go IMIP) IMPLEMENTATION STAGE 7 + Cost-Benefit Tracking STAGE 8 ŧ Shared Savings Approach STAGE 9 Incentive Rates and Factors Issues Projects vs. Overall Improvement Issue Validation Issues • CBT Improved Productivity STAGE 10 • Improved Competitiveness (OUTCOMES) • Improved Performance Reduced Costs; Improved Quality, Improved Overall Acquisition for Government

### FIGURE III-2 Depiction of LTV/VAPD's Basic Approach to Productivity Management



Comments: • Process should be self-motivated

- IMIP utilized to minimize lost profit impact
- If there were overall total productivity improvement incentives the company would likely do what Government is after anyway and with less difficulty than by way of project focussed incentives.

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## Recommendations

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Primary

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# Primary Recommendations Cont'd

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3) Review and evaluate the models and the integrated methodology with other defense contractors in a workshop setting.

4) Develop an Implementation Guide for the integrated methodology. 1

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### Phase IV

The Study of Productivity Measurement and Incentive Methodology - Field Test Title:

D. Scott Sink, Principal Investigator, VPC Marvin H. Agee, Investigator, VPC Participants:

Shoni Dhir, LTV/VAPD

Thomas Tuttle, The Maryland Center for Productivity and Quality of Worklife Betty Thayer, Price Waterhouse

# Other Recommendations Cont'd

- specifications required by DoD for cost-tracking Investigate and define a more precise set of purposes.
- Develop a comprehensive treatise on the impact of aggregate versus project-related cost accounting rates and factors on IMIP-related projects.
- DoD needs to expand the range of incentives to encompass a contractor's "total" productivity improvements.

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### Phase IV (Contd.)

Field test the MFPMM, CDEF, DCF/SSA, models and generic methodologies at LTV/VAPD Objectives:

Develop a draft Implementation Guide

Implement at least three evaluation workshops with defense contractors (representative cross-section) APPENDIX A

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Fort Lee, Virginia 23801

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Manager, Productivity and Industrial
Engineering
LTV Aerospace and Defense Company
Vought Aero Products Division
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Dallas, Texas 75265

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Director
The Maryland Center for Productivity
and Quality of Working Life
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Mr. Richard Engwall
Manager, Systems Planning, Analysis
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and Technology Center
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Columbia, Maryland 21045

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